

## Information for Interstate Claimants

**(Este es un documento importante. Si usted necesita un intérprete, póngase en contacto con su oficina local.)**

This is to acknowledge receipt of your claim for unemployment insurance benefits against the state of Illinois. Please read thoroughly.

### **Benefit payment**

Benefits payments are made by debit card or direct deposit. You can sign up for direct deposit via the Internet. If you do not sign up for direct deposit, you will receive your payment on a debit card. Debit cards are mailed automatically when you initially file a claim. If you filed for direct deposit after your initial application for unemployment benefits you may still receive a debit card. If you receive a debit card, you should activate and use it until direct deposit is started. Payments that are made to eligible individuals are generally available within two business days of certification. If payment is not received within fifteen days of certification, contact the local office number listed in this pamphlet.

### **Appeal rights**

If you receive an adjudicator's determination denying benefits or receive an ineligible finding (Unemployment Insurance Finding) sheet you may file an appeal directly by mail to Illinois. You may also fax your appeal to the fax number indicated on your determination. All letters of appeal must include your name, address and social security number or claimant identification number and provide an explanation of why you disagree. The appeal must be signed and dated. Your appeal must be filed within 30 days from the date of the notice of denial (the date that it was mailed to you, NOT the date that you received it). You will be notified by mail of instructions concerning your appeal.

### **Work search**

Illinois law requires that you be able to work, available for work and actively seeking suitable work for each week that you claim benefits. You must maintain your work search information on a weekly basis. Failure to do so may result in a denial of benefits. The dates given must correspond to the week-ending dates you received benefits. It will be your responsibility to provide your work search upon request. The law provides penalties for giving false answers to obtain benefits. You may be required to send a copy of this list. Unless you have been otherwise instructed, you must be actively looking for work. Work search forms can be printed off the Internet at [www.ides.illinois.gov](http://www.ides.illinois.gov)

A determination that you were actively seeking work during a week being claimed is subject to reconsideration. The determination may be reconsidered despite the fact that you have been paid benefits or returned to work. In order to preserve evidence that you were actively seeking work, do not discard your written work search record for any week being claimed until 53 weeks have passed from the end of that week. Further, if there is an appeal pending regarding your active work search for a week, keep your written work search record until there has been a final resolution of the matter.

### **Unemployment Insurance is subject to Federal and State Income Taxes**

You may voluntarily elect to have State and Federal Income Taxes deducted from your gross Unemployment Insurance benefits payments in the amount of 5% for State (Illinois) and 10% for Federal.

### **Internet / Tele-Serve**

You can certify for weeks of unemployment insurance via the Internet ([www.ides.illinois.gov](http://www.ides.illinois.gov)) or by using the telephone certification system (Tele-Serve 1-888-337-7234). To file an additional claim you can file via the Internet, call Tele-Serve or call the local office number at the bottom of page two. Both systems are available between the hours of 5:00 am through 7:30 pm (Central Time Zone) Monday through Friday.

To use Tele-Serve you will establish your own personal identification number (PIN) the first time you call. To use the Internet you will establish a username and password. When establishing these personal identifiers, be sure to use something that will be easy to remember since you must use the same personal identifier each time you file. You should not use commonly known dates or parts of your address, social security number or phone number.

It is not permissible for any other individual to file your claim for you. It is your responsibility to protect your PIN from misuse.

### **Preparing to certify**

1. Please have your social security number and personal identification number (PIN) available each time you call.
2. If you worked during the weeks and you received earnings or received holiday pay, be sure you know the gross amount (before deductions) in dollars and cents.
3. Have a pencil and paper handy to write down information if you are asked to contact your local office.

It is important that you listen to each question and answer correctly. The system will tell you how to change your answer if you make a mistake in answering a question. Important: if you are disconnected before completing your certification, you will have to start over.

**Certifying via the Internet or by Tele-Serve**    ([www.ides.illinois.gov](http://www.ides.illinois.gov)) or (Tele-Serve 1-888-337-7234)

1. You will need to certify on your assigned certification day (as shown on your Unemployment Insurance Finding sheet).
2. Enter your social security number and personal identification when asked to do so.
3. You will be asked the following questions:
  - During the two week period, have you received or will you receive holiday pay?
  - During the two week period, did you work?
  - Has your dependency status changed during the weeks covered by the certification?
  - Were you able to work and available for work each day during your normal work week?
  - Did you actively look for work?
  - Are you receiving or have you applied for a social security pension?
  - Other than social security, are you receiving or have you applied for a retirement or disability pension?
  - Did you attend school or receive training?
  - Have you claimed or will you receive workers' compensation for a temporary disability?

You will also be asked if your name/address or telephone number has changed.

4. Answer all questions completely and accurately. The law provides penalties for false statements to obtain benefits.

**Name/address change**

To report a name/address change to the State of Illinois at any time during the benefit year, call the office number on the bottom of this pamphlet during the normal work hours of 8:30 am to 5:00 pm (central time zone), Monday through Friday. Once you have contacted your Illinois local office with your name/address change, you will answer that your name/address is correct during the biweekly certification process. If you have not contacted your local office with your name/address change, answer "yes" when asked if your name or mailing address has changed. After completing your certification, immediately call the number on the bottom of this pamphlet. This is to ensure that all department correspondence is sent to the correct address. Failure to do so will delay your benefit payments.

**Claiming Dependents**

To claim your non-working spouse as a dependent, call the office number at the bottom of page two, with his/her social security number to determine if your spouse can be claimed as a dependent. You need to report any change in your spouse's employment. If a child (under the age of 18 or over 18 and unable to work due to illness or disability) is to be added as a dependent, have the child's name, date of birth and social security number available when calling. When the child reaches the age of 18, you must call the local office to remove the child as a dependent.

**Late filing for weeks**

If you miss your certification date, you can certify on Thursday or Friday during the same week, your call day the following week, or Thursday or Friday the following week. If you do not certify during that time, you can call the office number on the bottom of this pamphlet for instructions on how to file a late certification.

**Additional Information**

1. In order to protect your personal information, you will be assigned a unique claimant identification number. Your social security number will not appear on any correspondence.
  2. You will receive an *Illinois Unemployment Insurance Finding Sheet* which will provide information on your base period earnings. Use the table below to determine your base period. In the first line of the table, find the month in which you first filed a claim for unemployment benefits. This is when your benefit year begins. The wages used to determine your benefits were those paid to you in the first four of the last five completed quarters (standard base period). If you did not have qualifying wages using the standard base period, the alternate base period can be used to determine your benefits. The alternate base period is the last four completed calendar quarters immediately preceding your claim. This period is shown in the box directly below the month in which you file your claim. This 12 consecutive month period is called your base period. If you disagree with the Illinois monetary determination of eligibility, you may request a reconsideration of wages by mail. You must provide a copy of proof of wages for Illinois employment and dates worked (period from and through).
  3. You can access your benefit payment and certification information online, 24 hours a day, at [www.ides.illinois.gov](http://www.ides.illinois.gov)
- Note: Once you have been determined monetarily eligible for benefits, you must also meet all other provisions of Illinois law, such as reason for separation, refusal of work issues and questions regarding your ability to work and availability for work. If you are denied benefits, you will receive a written determination with your appeal rights fully explained.

All questions about your claim should be made directly to your local office in Illinois. To speak to an agent, call the Illinois local office listed on the bottom of this pamphlet between the hours of 8:30 am through 5:00 pm Central Time. Illinois is unable to accept collect phone calls. Tele-Serve inquiries are accepted between the business hours of 5:00 am through 7:30 pm, Monday through Friday.

**Local Office:**

**Local Office Phone:**

**Fax:**

**IB SERVICES: 800-344-5573**

**Claimant Services #: (800) 244-5631**

**TDD/TTY #: (866) 832-2298**

[www.ides.illinois.gov](http://www.ides.illinois.gov)

**Tele-Serve #: (888) 337-7234**

BENEFIT YEAR BEGINS	Jan - Feb - Mar	April - May - June	July - Aug - Sept	Oct - Nov - Dec
Wages used for figuring your benefits	Oct - thru - Sept	Jan - thru - Dec	April - thru - March	July - thru - June